

**Suffolk Local Human Rights Committee Meeting**  
**5268 Godwin Blvd.**  
**Suffolk, VA**  
**December 7, 2010**

**Committee Members Present:**

- Jacqueline Blackett, Chair
- Steven Alexander, Vice Chair
- Yvonne Green

**Committee Members Absent:**

- Joan Edwards
- Denise N. Tynes

**Others Present:** Reginald Daye, Regional Advocate

**SLHRC Affiliates Present:** *Baker's Home, Inc.* (Claudette Jones, Deborah Lawyer, Stephanie Olds, Clarence Baker), *Better Care Family Homes, Inc.* (Jessica Ismael), *Braley and Thompson* (Christina L. Westlund, Kyerstin Foster), *CSTO, Inc.* (Pierre Dugue), *Quality Care Community Services, Inc.* (April Campbell, Joe Anne Lawrence), *Quality Community Support* (Sebrina Porter, Derik Mayes), *Sentara Obici Hospital* (Lynne Whitlock), *Visions Community Services, LLC* (Iris Blocker, Eula Myers, Deidre Ware), *Western Tidewater Community Services Board* (Cheryl T. Collier) and *Zuni Campus - Presbyterian Homes* (E. Byron Nagle, Jr.)

**Affiliates Absent:** *Rehobeth Residence* (Cheral Dixon)

**I. CALL TO ORDER:**

- ✓ The meeting was called to order by Ms. Blackett at 8:44 AM.

**II. ACKNOWLEDGEMENTS AND INTRODUCTIONS:**

- ✓ Ms. Blackett, Chair, acknowledged today is Vice Chair Alexander's Birthday; she, Committee Member, Mr. Daye and Affiliates wished Mr. Alexander birthday wishes.
- ✓ Ms. Blackett asked all in attendance to introduce themselves and indicate their role or respective organization.

**III. PUBLIC COMMENTS:**

- ✓ Ms. Blackett asked if any public was present. None were present.

**IV. REVIEW AND APPROVAL OF MINUTES:**

- ✓ Chair Blackett asked for review of minutes. None noted. Minutes were approved.

**V. TREASURER AFFILIATES' REPORT:**

- ✓ A written financial summary report was presented by Sebrina Porter, Quality Community Supports. Total ledger balance as of 9.30.10 was \$2,514.82.
- ✓ The following disbursements were made for mileage to and from Committee meetings: 10.13.10 check for \$63.00: J. Blackett, 10.27.10 check for \$73.73: S. Alexander, 10.29.10 check for \$34.34 for Y. Green and 11.12.10 check for \$70.70: D. Tynes.
- ✓ As of 12.3.10 the ledger balance is \$2,273.05.

## VI. REGIONAL ADVOCATES REPORT:

- ✓ Mr. Daye reported that his newest staff worked three months and has resigned. He has received approval to have this position filled; this is slated for sometime in January, 2011.
- ✓ The Office Human Rights support staff, Kathryn Ketch will be retiring but has agreed to work until December 23, 2010. Mr. Daye suggested that those who know her may want to contact her to wish her well wishes. He spoke very highly of her work with the Department.
- ✓ Likewise, he has permission to fill this vacancy and projects to do so before he goes on vacation.
- ✓ He is also looking at filling his other vacant position (covers two regions).
- ✓ He reported that the State HRC has a sub-committee and they are looking at making a number of changes to current regulations. While to date no final determinations have been made, however, Mr. Daye felt it prudent to inform affiliates and Committee of some of the topics under discussion which might impact providers, if adopted:
  - Critical that Local Committees fill all vacancies
  - Critical to meet the regulatory membership requirements (consumer and family membership percentages)
  - SLHRC has member who has been unable to attend which could affect quorum and voting on affiliates' Human Rights Committee matters.
  - Failure to meet regulatory member requirements could present negative consequences for affiliates; not having a fully functioning (by Code) Committee.
  - At some point, this could mean the dissolution of local committees; if this happened all affiliates would have to find a new Committee to become affiliated.
  - Mr. Daye's Office has commented on various proposals. Discussion is scheduled for this coming Friday.
  - Another discussion is to adopt a requirement that all LHRCs must have same by-laws around the State; to assure consistency in practices and to maximize the limited resources for HR Offices.
  - Second recommendation is to have one Model Affiliation Agreement. For example, affiliates who miss meetings may be referred to Office of Licensing – leading to program citations.
- ✓ Mr. Daye stated that he is always looking for new possible committee volunteers. He indicated if anyone knew someone who was interested, he may have vacancies that may be for them to serve; they must meet requirements. They may contact him and he will send the applications to them.

## VI. PROGRAM UPDATES AND HUMAN RIGHTS REPORT:

**Baker's Homes:** Ms. Jones reported they had no complaints or human rights violations (allegations of abuse, neglect or exploitation). No instances of using behavior management techniques. 96 served in MHSS, 90 served in Psychosocial Rehabilitation. No consumers in In-Home, Day Treatment and Partial Hospitalization Programs.

Stated they have received a three year license. Their main office is located at 740 Boush Street, Norfolk, VA, 23510. Ms. Jones asked for **Permanent Affiliation** for their Partial Hospitalization, Day Treatment and In-Home Services.

- ✓ SLHRC approved request for **Permanent Affiliation** for above indicated programs.

**Better Care Family Homes, Inc.:** Ms. Ismael reported their two locations 881 Carolina Road and 6836 Whaleyville Blvd. have been completely renovated. No reports of behavior management or time out used. Ms. Ismael asked for her personal home, not for a group home.

- ✓ Mr. Daye explained the process – Send Committee member and himself a letter indicating location, service description and indicate proper paperwork has been submitted to Office of Licensure, indicating will be under current Human Rights P & P and Program Rules of Conduct. Letter should request to be put on next LHRCs agenda for this service.

**Braley and Thompson:** Ms. Westlund reported they had no incidents of consumer rights violations this past quarter. Outpatient Mental Health Services served seven clients and MH Support served six clients.

**CSTO, Inc.:** Mr. Dugue reported they are currently serving 37 individuals in In-Home Services Program. In October, there were two allegations of abuse. No instances of using seclusions or restraints. CSTO is in good standing with LHRC.

**Quality Care Community Services, Inc.:** Ms. Campbell reported that there were no complaints this past quarter. There was one allegation of abuse/neglect which was founded. She reported that QCCS remains in good standing with this Committee and Office of Licensure.

**Quality Community Supports:** Ms. Porter reported that they are providing In-Home Supported Living, Day Support, Personal Care, Companion Aide Services, Intensive In-Home and Mental Health Support Services to 41 clients. Past quarter, they had no formal or informal complaints, allegations of abuse/exploitation or implementation of behavior management. They reported they are in good standing with Licensure and SHLRC.

Ms. Porter stated she submitted a Service Modification application to Licensure to provide services in District 19. She requested affiliation for these programs under currently approved Human Rights policies and procedures.

- ✓ Mr. Daye clarified that this Committee could not approve this, as this is outside of this Committee's jurisdiction. He recommended that she contact Michael Curseen, Manager at Central State Hospital.

**Sentara Obici Hospital:** Ms. Whitlock reported there were no Human Reports complaints during the past quarter. She reported the following: July 2010: 1 seclusion, 0 restraints, August: 3 seclusions, 0 restraints, September: 0 seclusions, 0 restraints. Sentara Obici is in good standing with SRLRC.

**Visions Community Services, LLC:** Ms. Blocker reported that Visions is serving 16 individuals in Sponsored Residential and 17 in Day Support Program. One Human Rights violation was reported and two incidents to Licensing.

Visions had their annual licensing review on September 14, 2010. Visions is in good standing with the Office of Licensing and this Committee.

**Visions** requested **Permanent Affiliation** for:

- William and Latonya Lawrence – 3166 N. Stone Bridge Dr., Norfolk, VA 23504
- Stanley and Chrysanthemum Hooks – 1921 Melville Rd., Chesapeake, VA 23323
- ✓ SLHRC approved request for Permanent Affiliation for above indicated programs.

**Visions** requested **Temporary Affiliation** for:

- Sabrina Porter – 3217 Duquesne Drive, Chesapeake, VA 23321
- ✓ SLHRC approved request for Temporary Affiliation for above indicated program.

**Visions** requested **Permanent Affiliation** for Day Support Services, at 5182 Cleveland St.

- ✓ SLHRC approved request for Permanent Affiliation for above indicated programs.

**Zuni Campus – Presbyterian Homes and Family Services:** Mr. Nagle reported that Zuni PHFS has one vacancy for one a male and one for a female. He reported they had one allegation of abuse and one neglect allegation last quarter.

**Western Tidewater Community Services Board:** Ms. Collier reported two\* serious injuries. However, only one occurred during this past quarter – individual fell and sustained injuries. The second one involved a consumer who has a seizure and bit her tongue however this occurred on 1.19.10. This was a late report to OL.

- There were two consumer deaths however, both occurred outside of the programs that had served them.
- Renovations have been completed at 135 S. Saratoga St. A number of WTCSB programs are slated to move in early January, 2011. OL conducted inspections in September and October, 2010. We received our new license on October 27, 2010. We are in good standing with OL and OHRs.

WTCSB requested **Temporary Affiliation** for Intensive Care Coordination (a case management service) at a special called meeting. Today, we are seeking **Permanent Affiliation** with SLHRC. Staff are located at 5268 Godwin Blvd., Suffolk, VA 23434.

- ✓ SLHRC approved request for Permanent Affiliation for above indicated program.

## VII. EXECUTIVE SESSION:

The SLHRC made a motion and the Committee voted to go into Executive Session (Closed Session) per VA Code 2.2-3711A to discuss client information exempt from public disclosure for the purpose of reviewing abuse, serious injuries, deaths and behavioral plans for the following programs:

- **CSTO, Inc.**
- **Quality Care Community Services**
- **Visions and**
- **Zuni – Presbyterian Homes.**

The SLHRC voted to come out of closed session. Upon reconvening in Open Session, each member of SLHRC certified that, to the best of each Committee Member's knowledge, only public business matters, lawfully exempted from statutory Open meeting requirements and only public matters identified in the motion to convene the Executive Session were discussed in accordance to Virginia Code 2-2-3711A.

#### **RECOMMENDATIONS:**

- ✓ **CSTO, Inc.: (In-Home Services) Conduct body checks of individuals served when providing personal hygiene services. Develop Policies and Procedures for conducting body checks. Create a form/checklist. Inform families of findings and have them to sign the form acknowledging findings.**
- ✓ **Quality Care Community Services: No recommendations.**
- ✓ **Visions: Provide update on allegation findings for Mr. H at next LHRC Executive Session.**
- ✓ **Zuni Campus – Presbyterian Homes: Give Committee update on status of Ms. W's behavioral support plan at next LHRC Executive Session.**

#### **Rehobeth Residence:**

- ✓ SLHRC noted that Rehobeth Residence did not attend today's meeting. SLHRC made a motion and approved that all residences that have Permanent Affiliation with the SLHRC be changed to Temporary Affiliation status.
- ✓ Re: 3605 Forest Hill, Portsmouth, VA – This location's Temporary Affiliation with SLHRC expired today. Mr. Daye stated that this provider would have to request Temporary Affiliation in future meetings.

Next meeting is scheduled for March 1, 2011 at WTCBSB at 8:30 AM. Mr. Daye requested that courtesy calls/reminders should be made by WTCBSB to members. Tentative meetings dates are planned for June 7, 2011, September 6, 2011 and December 6, 2011.

Meeting adjourned at 10:53 AM.

Respectfully Submitted by,

Cheryl T. Collier  
QA Director, WTCBSB  
12.14.2010

ORIGINAL